

COMPLAINT HANDLING PROCEDURE

1. Overview

- a. Greenlight Energy Solutions is committed to responding to customer feedback in a timely manner. Greenlight Energy Solutions endeavours to resolve all customer complaints in a prompt and timely fashion, however there are times that some take precedence over others.
- b. Greenlight Energy solutions effectively manage complaints about solar system, service issues, employee/installer and sales consultant. A complaint is an expression of dissatisfaction or grievance made to us about any of our products and services or the way Greenlight Energy Solutions managed a complaint.

2. Complaint procedure

On receipt of a complaint, of any form the recipient of the complaint will:

- a. Obtain the Customer details like their name, phone number and any other email address other than the one in our database provided by the customer and specific details of the complaint.
- b. Greenlight Energy Solutions will identify the issue based on the details provided within the reasonable time.
- c. Urgent complaints can be emailed to the Director and the Administration Manager with the subject of "URGENT – COMPLAINT"
- d. The Director or the Administration Manager will make contact to be made with the client as soon as possible, definitely within 24 business hours, and identify the steps required to resolve the issue.
- e. For Solar System functioning issues, an electrician will be sent to evaluate the issue within 24-48 hours of Greenlight Energy Solutions being advised of the issue, to assess the need for warranty or service or replacement.
- f. Warranty claims: the Warranty procedure of the product manufacturer will be followed. Contact with the client and Greenlight Energy Solutions will be maintained, with feedback provided as frequently as required.
- g. Non-Warranty Claims: The report from the electrician will indicate whether the system is repairable, or requires replacement. Full costings and alternatives will be provided to the client.
- h. We will try to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll aim to resolve it, or tell the customer what we're doing to resolve it, within five working days.
- i. If the complainant is not satisfied with the decision. We will escalate and expedite the request to higher authority depending upon the nature of the complaint, but we're committed to resolving all complaints within 14 working days of receiving them unless there is a clear reason for extending the timeline.
- j. In exceptional circumstances if we were not able to resolve the complaint within 14 working days, we will contact the customer and explain the reason for the delay and give them a new time frame for resolution. While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress.

If the customer is not happy with how their complaint has been resolved customer can contact Fair Trading NSW. Any non-compliance of CEC code of Practice by Greenlight Energy Solutions may be raised to CEC or Greenlight Energy Solutions. Contact details of the respective offices are provided as below.

Greenlight Energy Solutions

Office Number: 1300 778 257

Email : admin@greenlightenergysolutions.com.au

Department of Fair Trading (NSW):

Phone: 13 32 20

CEC

phone number: 03 9929 4195

Website: <https://cleanenergycouncil.secure.force.com/ComplaintForm>